



## DP3 Real Property Damage Form

### SHIPMENT INFORMATION: (To be completed by TSP)

Customer Name:	Bill of Lading (BOL) #:
TSP Name & SCAC:	TSP Phone & Email:
TSP Real Property Damage Contact Information:	
Actual Pickup (PU) Date:	Actual Delivery Date:
PU Address:	Delivery Address:

### CUSTOMER INFORMATION: (To be completed by CUSTOMER)

#### Customer Information

Customer Phone No.: (\_\_\_\_\_) \_\_\_\_ - \_\_\_\_\_

Alternate Phone: (\_\_\_\_\_) \_\_\_\_ - \_\_\_\_\_ Email: \_\_\_\_\_ Alt. Email: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ State/Country: \_\_\_\_\_ Zip Code: \_\_\_\_\_

### DAMAGES TO REAL PROPERTY: (To be prepared *jointly* by TSP and CUSTOMER)

Describe what happened and specific real property damage(s) here:

Form completed at:  Origin or  Destination

Provide photo of any damages. (recommended but not required):

Damaged Items (example: scratches/gouges in floor; damage to walls; broken hand rails (etc.) See reverse of form for additional space for real property damages.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

Customer/Authorized Representative Signature: \_\_\_\_\_ Date: \_\_\_\_\_

TSP/Moving Company Representative Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**IMPORTANT:** The Customer must notify the TSP within seven (7) calendar days from pickup/delivery of any real property damage regardless if noted on this form or not (See reverse). The 7 calendar day notification timeline starts on the first day after pickup/delivery. Failure to notify the TSP of damages in 7 calendar days could result in the denial of your claim. Failure of the TSP to provide a Point of Contact for real property damages negates the 7 calendar day period.

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### Additional Information and Instructions

**TSP Responsibilities:**

- I acknowledge that I am responsible for real property damage caused by TSP's representatives.
- Prior to a pack-out/delivery, I will provide coverings in high traffic areas of interior areas (finished) living spaces (e.g. floor coverings for entry and interior hallways)
- I will protect doorways in high traffic areas (e.g. entry doorways, etc.) prior to a pack-out/delivery.
- Upon arrival and before departure from residence, I will conduct a joint inspection (walk-around) with the customer or representative and report real property condition and note any damages (interior and exterior) in writing to the customer.
- I will advise the customer they must notify the responsible me within 7 calendar days of the damages found during the pack out/pickup/ delivery.
- I must arrange to inspect real property damage within 15 calendar days of notification by the customer. A mutually agreed upon time can be negotiated between myself and the customer and. I will share a repair estimate with the customer.

**CUSTOMER'S Responsibilities:**

- I will negotiate directly with the TSP to initiate the repairs of the damage to the home upon receipt of the repair estimate from the TSP. The TSP must require the customer to submit a real property damage claim and seek recovery/restitution directly from the responsible TSP. Additionally, if agreed between the TSP and me, I can submit an approval to the TSP, via email, for the repairs to begin.
- If I fail to notify the TSP of real property damage in 7 calendar days, it could result in the denial of my claim.
- I am responsible for documenting real property damages to my home on this form.
- I may contact my local transportation office and/or consult with my attorney for further assistance.
- I am responsible for thoroughly checking my property for real property damage (interior and exterior) during the joint inspection with the TSP and documenting any damages on this form.

(Continuation of real property damage)

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